

3.0 TSP ASSIGNMENTS

In requesting a TSP assignment for a service, the service user must first determine that the service is eligible for a TSP assignment and then determine the priority level for which the service qualifies. In some cases, the service may qualify for two, three, four, or five priority levels under the TSP System rules. The range of priority levels that may be requested and assigned to a service is based on the TSP System categories, subcategories, and criteria. When the service qualifies for more than one priority level, the specific priority level a service user should request can be determined using the TSP Service Profile and the TSP Management Goals. The TSP assignment is contained in a TSP Authorization Code, a 12-character code that uniquely identifies each TSP service.

A very small percentage of the nation's overall telecommunication services qualify for TSP assignments. While some differences exist in response time requirements, whether a service is assigned a priority level of 5, 4, 3, 2, or 1, the service vendor will provide priority treatment. The distinction between a 5 and a 1 is only significant when there are limited service vendor resources.

This chapter discusses services eligible for a TSP assignment and the standards for determining which priority level to request: TSP categories, subcategories, and criteria; TSP Service Profile; and TSP Management Goals. In addition, the TSP Authorization Code is described in this chapter. Chapter 6.0, The TSP Request Form, explains how to request a TSP assignment using the TSP Request For Service Users (SF 315).

3.1 SERVICES ELIGIBLE FOR A TSP ASSIGNMENT

In the context of the TSP System, a telecommunications service is a communications capability specified by a service user that can be provisioned and/or restored on a priority basis by the vendor providing the service. Only NSEP telecommunication services are eligible for TSP assignments. (See paragraph 1.7.1 for a definition of NSEP telecommunication services.) A TSP service must meet the following requirements:

- The service (e.g., circuits) must qualify as NSEP and support an NSEP function
- The service can be provided by one or more prime service vendors and each may have any number of subcontractors
- The service must satisfy the requirements of a TSP category, subcategory, and criteria and be eligible for a priority level

- All information on the TSP Request (SF 315) must apply to the service
- Each occurrence of a service otherwise meeting the above requirements will require a different TSP Authorization Code, and have a separate TSP request. For example, air route traffic control centers throughout the country have Remote Control Air Ground (RCAG) services. Each RCAG service requires its own TSP Authorization Code.

Service users may request priority treatment on any service offering for which the selected vendor is capable of providing priority treatment and which meets the above requirements. In general, service vendors can provision and restore dedicated services on a priority basis (e.g., dedicated circuit or subscriber loop portion of a switched service). However, service vendors might not be able to restore switched services on a priority basis. Service users should therefore become familiar with the ability of service vendors to provide priority treatment to switched services. When in doubt, the service user should contact the service vendor to determine if the vendor can provide priority treatment for a service.

3.2 TSP SYSTEM CATEGORIES AND SUBCATEGORIES

The TSP System for NSEP includes two categories: Essential and Emergency.

3.2.1 Essential

Usually NSEP services in the "Essential" category are only assigned restoration priorities; however, in certain cases they may also be assigned provisioning priorities, as explained in chapter 5.0, Provisioning Priority. Services in the Essential category may be assigned priority levels 5 (lowest), 4, 3, 2, or 1 (highest).

To be categorized as an Essential NSEP service, a telecommunications service must qualify under one of four Essential subcategories:

- National Security Leadership
- National Security Posture and U.S. Population Attack Warning
- Public Health, Safety, and Maintenance of Law and Order
- Public Welfare and Maintenance of National Economic Posture.

Each of these Essential subcategories has specific criteria (see paragraph 6, item 6b) defining the kinds of functions that a service must support to qualify in that subcategory. For

example, the criteria allow inclusion of a service supporting Presidential communications within the National Security Leadership subcategory or a service supporting the distribution of medical supplies within the Public Health, Safety, and Maintenance of Law and Order subcategory.

3.2.2 Emergency

Emergency NSEP services are those new services so critical as to be required to be provisioned at the earliest possible time, without regard to the service user's costs of obtaining them. Emergency services must directly support or result from a specific NSEP function such as response to a Presidentially, state, or locally declared disaster or emergency. The only provisioning priority which may be assigned to services qualifying under the Emergency category is provisioning priority level E. The Emergency category does not contain any subcategories.

Services in the Emergency category may also be assigned restoration priority levels 5, 4, 3, 2, or 1 under the same provisions applicable to Essential services. Services in the Emergency category which do not qualify for a restoration priority assignment under the Essential category may be assigned a restoration priority 5 for 30 days. (This 30 day period begins on the date the service is required.) The TSP Program Office will notify the service user to revoke such 30-day restoration priority level assignments unless extended or prior arrangements have been made with the service user. The service user must then pass such revocation to the service vendor on a service order.

3.3 TSP SERVICE PROFILE

Within a subcategory, more than one priority level is available. The Service Profile is then the primary management tool used to determine which priority level to request for a service. The service user should first consider requesting the lowest priority level. However, if the service user takes actions as described in the Service Profile to protect the service and ensure its continued operation and availability, the service user may request a higher priority level.

Service Profile elements are listed below. They deal with actions and capabilities under the service user's control, such as equipment, wiring, and facility capability. The Service Profile elements, discussed further in paragraph 6.5, address the following major areas:

- Customer Premises Equipment (CPE)
- Customer Premises Wiring (CPW)
- Operations
- Technical Control Facility(TCF)/Fault Detection/Isolation
- Service Testing
- First Service/Route Diversity
- Facility/Site Access.

Service Profile details further define the elements and include things such as: the availability of on-site/on-call maintenance support or a contractual arrangement for CPE matching the restoral response expected of the service vendor; and immediate access 24 hours per day for installation or repair/restoration personnel.

3.4 TSP MANAGEMENT GOALS

Restoration priority levels provide guidance to service vendors on the sequence they should use to restore TSP services in case of a failure of more than one service at the same time..

Based on the TSP System categories and Service Profile, an organization may have several NSEP services that qualify for the same priority level. However, if too many telecommunication services carry the same priority level, in effect none of those services have priority over the others.

Organizations with multiple services that qualify for the same restoration priority level should rank those services and distribute the requested priority levels accordingly. This process will aid in ensuring that the TSP assignments are not inflated and do not tend to migrate to the highest priority levels. Each agency should establish goals which control the distribution of priority levels and contribute positively to the overall TSP Management Goals shown in figure 4-3.

3.5 REQUESTING A TSP ASSIGNMENT AND OTHER ACTIONS

Requests for TSP assignments and other actions are made using the TSP Request For Service Users form (SF 315).¹ A service user may submit a TSP Request form to the TSP Program Office by mail, facsimile, or other media, including electronic means, agreed to with the TSP Program Office. The TSP Request form is used to request one of the following actions:

- An initial TSP assignment for a new or existing service
- An initial TSP assignment for an existing service which has a priority under the Restoration Priority System and which qualifies under the TSP System for a priority

¹ Users that order services via the Defense Commercial Communications Office (DECCO) normally do not use a SF 315 to request TSP assignments. Instead they use the Telecommunications Service Request (TSR) process described in Defense Communications Agency Circular 310-130-1. Users that order services from another contracting activity should refer to that contracting activity's procedures for ordering TSP services.

- A change in a TSP assignment
- A change to any information about a service which has a priority assignment
- The revocation of a TSP assignment
- The revalidation of a TSP assignment
- A preassigned priority assignment.

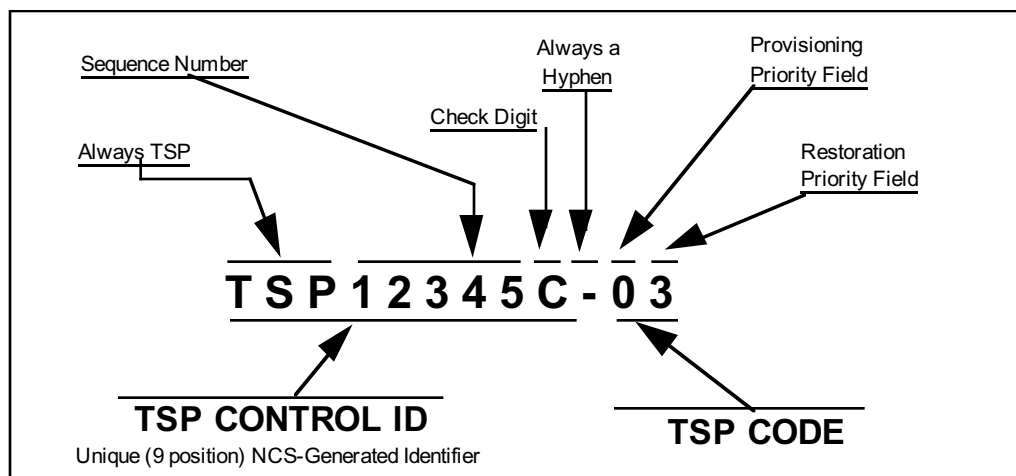
Chapter 6.0 provides information for determining which priority level to request, including the appropriate category (Emergency or Essential), the subcategory of Essential (if applicable), the Service Profile elements and details, and an example of a completed TSP Request form (figure 6-3).

3.6 TSP AUTHORIZATION CODE

After the TSP Request has been evaluated and a priority level assigned, the TSP Program Office will send the service user a TSP Authorization Code, normally within two working days of receiving the request. The TSP Authorization Code (see figure 3-1) has two parts: the TSP Control Identifier (ID), a computer-generated identifier for tracking purposes; and the TSP Code, which represents the priority level assignment.

Once the TSP Authorization Code is assigned, the service user must keep it on record. If there are discrepancies at a later date regarding the priority assignment, the TSP Authorization Code will assist in uniquely identifying the service. The TSP Control ID portion of the TSP Authorization Code will stay the same for as long as the priority assignment continues to be required. Prime service vendors will require the TSP Authorization Code on the initial and all subsequent service orders for that service, even if the subsequent order is not changing the priority level.

Figure 3-1
TSP AUTHORIZATION CODE



The TSP Control ID occupies positions one to nine of the TSP Authorization Code. In this example it is "TSP12345C." The tenth position is always a hyphen which simply serves to separate the TSP Control ID and the TSP Code.

The TSP Code occupies positions 11 and 12 of the TSP Authorization Code. In the example it is "03."

- The acceptable values for the provisioning priority field are: E, 1, 2, 3, 4, 5, or 0. (Any acceptable value other than "0" in the provisioning priority field signifies invocation of NSEP treatment.) A "0" indicates no provisioning priority is assigned.
- The acceptable values for the restoration priority field are: 1, 2, 3, 4, 5, or 0. A "0" indicates no restoration priority is assigned.

The TSP Code (priority level assignment) always consists of two characters which may only be assigned by the TSP Program Office.

NOTE: If a provisioning priority has been assigned, the service vendor must retain the provisioning priority until completion of the service order is confirmed to the TSP Program Office. The service vendor may then either retain the provisioning priority or set the value to "O." (Neither position of the TSP Code may be blank.) The service vendor must, however, maintain the restoration priority as long as it remains effective (i.e., until the priority is revoked or changed). Revocation of a priority level assignment is indicated if the TSP Code (both the provisioning priority field and the restoration priority field) contains two zeros.